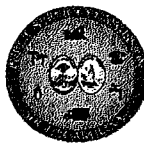


Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

238797

Print

## Complaint Form

Date: August 31, 2012

## Complainant or Legal Representative Information: \* Required Fields

Name \* Janet Pritchard

Firm (if applicable)

Mailing Address \* 2052 Lake Forest Drive

City, State Zip \* Tega Cay, SC 29708 Phone \* 803-548-7638

E-mail \* janet.pritchard56@gmail.com

Name of Utility Involved in Complaint: \* Tega Cay Water Service

NOTE: If AT&amp;T is the utility involved, please complete the attachment located at the end of this form.

## Type of Complaint (check appropriate box below.) \*

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments                    | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service                     | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue                                | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) Rate Increase |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☒ NoName of  
ORS Contact:

## Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

I am writing regarding the excessive rate increase planned by Tega Cay Water Service. Although I do not live in the service area of this public utility, I do live in Tega Cay. What affects one area of our city ultimately affects all areas of our city. People will not move into an area where high prices and poor quality of service are present. Foul tasting water with black specs in it, sewers backing up into people's homes, and frequent shutdowns are not conducive to getting new people to live in our city. This level of service is unacceptable on any level. TCWS should have been addressing issues and updating their systems on a regularly scheduled basis to better meet their customers needs. This is what responsible businesses do. Instead they chose to wait until the problems reached a crescendo and system failure was eminent. Now they expect their customers to pay for upgrades that have not even addressed all of the problems present. A failure on their part is not a failure on their customers part and I'm fairly certain TCWS did not share their profits with customers while they let the system continue to deteriorate. As I said in the beginning, this affects all of Tega Cay by lowering the value of our property. No one wants to purchase in an area with excessively high prices coupled with poor service without getting some type of compensation for it - for example, a lower home price. Buyers don't distinguish between one area of Tega Cay or another, they look at the whole picture. When we allow a public utility to have that kind of power, we begin a slide down a slippery slope and I'm fairly certain the landing will not be to our liking.

Respectfully,

Janet Pritchard

## Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I would strongly suggest that the TCWS significantly lower the rate increase requested. A drastic increase in difficult economic times is tough for the average family and worse for those on a fixed income.

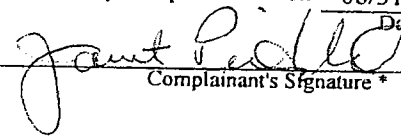
Put together a plan to address issues that have yet to be resolved and also a long term maintenance plan that is shared with your customers so they can see what your goals are. Sometimes a open-book policy is best in these situations. If you always put your customers first you will not fail and you'll still make a lot of money.

STATE OF SOUTH CAROLINA )

**VERIFICATION**COUNTY OF York )I, Janet Pritchard  
Complainant's Name \*verify that I have read my complaint filed on 08/31/2012

Date \*

and know the contents thereof, and that said contents are true.

  
Complainant's Signature \*

Internal Use Only

| Processed By | Date |
|--------------|------|
|              |      |
| H.E.         |      |